



July 26, 2005

VIA OVERNIGHT MAIL

Ms. Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd floor
Boston, MA 02110

Re: Investigation by the Department Regarding Service
Quality Guidelines Established in Service Quality
Standards for Electric Distribution Companies and Local
Gas Distribution Companies, D.T.E. 04-116

Dear Secretary Cottrell:

Enclosed for filing on behalf of Fitchburg Gas and Electric Light Company d/b/a Unitil ("Unitil"), please find an original and one (1) copy of Unitil's responses to the Department's third set of information requests to All Participants in the above-referenced docket. As requested, copies of Unitil's responses are being sent by e-mail to the parties.

Thank you for your attention to this matter.

Sincerely,

Karen Asbury
Director of Regulatory Services

Enclosure

cc: Jody M. Stiefel, Hearing Officer

Karen Asbury, Director of
Regulatory Services

6 Liberty Lane West
Hampton, NH 03842-1720

Phone: 603-773-6441
Fax: 603-773-6641

Email: asbury@unitil.com

Commonwealth of Massachusetts
Department of Telecommunications and Energy
Investigation Into Service Quality Guidelines
Docket No: D.T.E. 04-116
Department Staff's Third Set of Information Requests to All Participants

Request No. DTE-A 3-1

Please provide, for all gas and electric companies in the United States with a telephone answering performance measure, a description of the measure, the name of the company, and the docket or other citation where the measure was adopted.

Response:

As provided in the Summary of Findings Related to Service-Quality Benchmarking Efforts, 19 states have telephone calls handled as a measure. However, Unitil is not familiar with the utility specific details, descriptions of the measures, dockets or other citations where the measures were adopted.

Person Responsible: Mark Lambert

Date: July 26, 2005

Commonwealth of Massachusetts
Department of Telecommunications and Energy
Investigation Into Service Quality Guidelines
Docket No: D.T.E. 04-116
Department Staff's Third Set of Information Requests to All Participants

Request No. DTE-A 3-2

Please discuss the feasibility of adopting a telephone answering performance measure described below:

- (a) Eighty percent of telephone calls answered within 30 seconds, as defined by a customer receiving and selecting between the option to receive automated information (e.g., account balance) and speaking with a customer service representative;
- (b) Eighty percent of telephone calls answered within 40 seconds, with the same parameters in (a);
- (c) Eighty percent of telephone calls answered within 60 seconds, with the same parameters in (a);
- (d) Seventy-five percent of telephone calls answered within 30 seconds, with the same parameters in (a);
- (e) Seventy-five percent of telephone calls answered within 40 seconds, with the same parameters in (a);
- (f) Seventy-five percent of telephone calls answered within 60 seconds, with the same parameters in (a);
- (g) Seventy-five percent of telephone calls answered within 20 seconds, with the same parameters in (a).

Response:

Unitil has evaluated the feasibility of adopting the various telephone answering performance measures based on the most recent three years worth of "Non-Emergency Call" data. Three years worth of data is consistent with the Department's requirement of having three years of data to establish a benchmark for a service quality measure.

Based on Unitil's historical data, Unitil concludes that the telephone answering performance measures in (c), (e) and (f) are feasible. The telephone answering performance measures in (a), (b), (d) and (g) are not feasible given Unitil's three year historical data. Additional staffing and/or technology may be required in order to make them feasible.

Person Responsible: Mark Lambert

Date: July 26, 2005